2-Line Speakerphone

RCA VISYS™

User's Guide

25214

Equipment Approval Information

Your telephone equipment is approved for connection to the Public Switched Telephone Network and is in compliance with parts 15 and 68, FCC Rules and Regulations and the Technical Requirements for TelephoneTerminal Equipment published by ACTA.

1 Notification to the Local Telephone Company

On the bottom of this equipment is a label indicating, among other information, the US number and Ringer Equivalence Number (REN) for the equipment.You must, upon request, provide this information to your telephone company.

The REN is useful in determining the number of devices you may connect to your telephone line and still have all of these devices ring when your telephone number is called. In most (but not all) areas, the sum of the RENs of all devices connected to one line should not exceed 5. To be certain of the number of devices you may connect to your line as determined by the REN, you should contact your local telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCCPart 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

Notes

- This equipment may not be used on coin service provided by the telephone company.
- Party lines are subject to state tariffs, and therefore, you may not be able to use your own tele phone equipment if you are on a party line. Check with your local telephone company.
- Notice must be given to the telephone company upon permanent disconnection of your telephone from your line.
- If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this product does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

US Number is located on the cabinet bottom
REN number is located on the cabinet bottom

2 Rights of the Telephone Company

Should your equipment cause trouble on your line that may harm the telephone network, the telephone company shall, where practicable, notify you that temporary discontinuance of service may be required. Where prior notice is not practicable and the circumstances warrant such action, the telephone company may temporarily discontinue service immediately. In case of such temporary discontinuance, the telephone company must: (1) promptly notify you of such temporary discontinuance; (2) afford you the opportunity to correct the situation; and (3) inform you of your right to bring a complaint to the Commission pursuant to procedures set forth in Subpart E of Part 68, FCC Rules and Regulations.

The telephone company may make changes in its communications facilities, equipment, operations or procedures where such action is required in the operation of its business and not inconsistent with FCC Rules and Regulations. If these changes are expected to affect the use or performance of your telephone equipment, the telephone company must give you adequate notice, in writing, to allow you to maintain uninterrupted service.

Interference Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference; and (2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception that can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures.

- Reorient or relocate the receiving antenna (that is, the antenna for radio or television that is "receiving" the interference).
- Reorient or relocate and increase the separation between the telecommunications equipment and receiving antenna
- Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.

If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the Federal Communications Commission has prepared a helpful booklet, "How to Identify and Resolve Radio/TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington, D.C., 20402. Please specify stock number 004-000-00345-4 when ordering copies.

Notice: The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Licensing

Licensed under US Patent 6,427,009.

Hearing Aid Compatibility

This telephone system meets FCC standards for Hearing Aid Compatibility.

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WARNING: TO PREVENT FIRE OR ELECTRICAL SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.

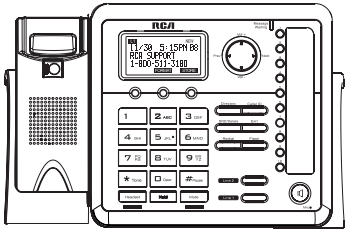
THE LIGHTNING FLASH AND ARROW HEAD WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF "DANGEROUS VOLTAGE" INSIDE THE PRODUCT.	**CAUTION:** RISK OF ELECTRIC SHOCK DO NOT OPEN CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.	THE EXCLAMATION POINT WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF IMPORTANT INSTRUCTIONS ACCOMPANYING THE PRODUCT.
SEE MARKING ON BOTTOM / BACK OF PRODUCT		

Introduction

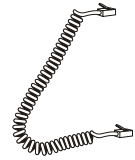
CAUTION: When using telephone equipment, there are basic safety instructions that should always be followed. Refer to the IMPORTANT SAFETY INSTRUCTIONS provided with this product and save them for future reference.

Parts Checklist

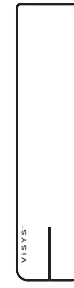
Make sure your package includes the following items:



Base & Desk Stand (assembled together)

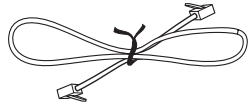


Coiled Handset Cord



Corded Handset

AC power adaptor (for base)

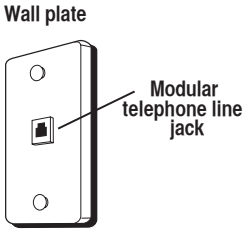


Short Line Cord

Telephone 2- Line cords

Telephone Jack Requirements

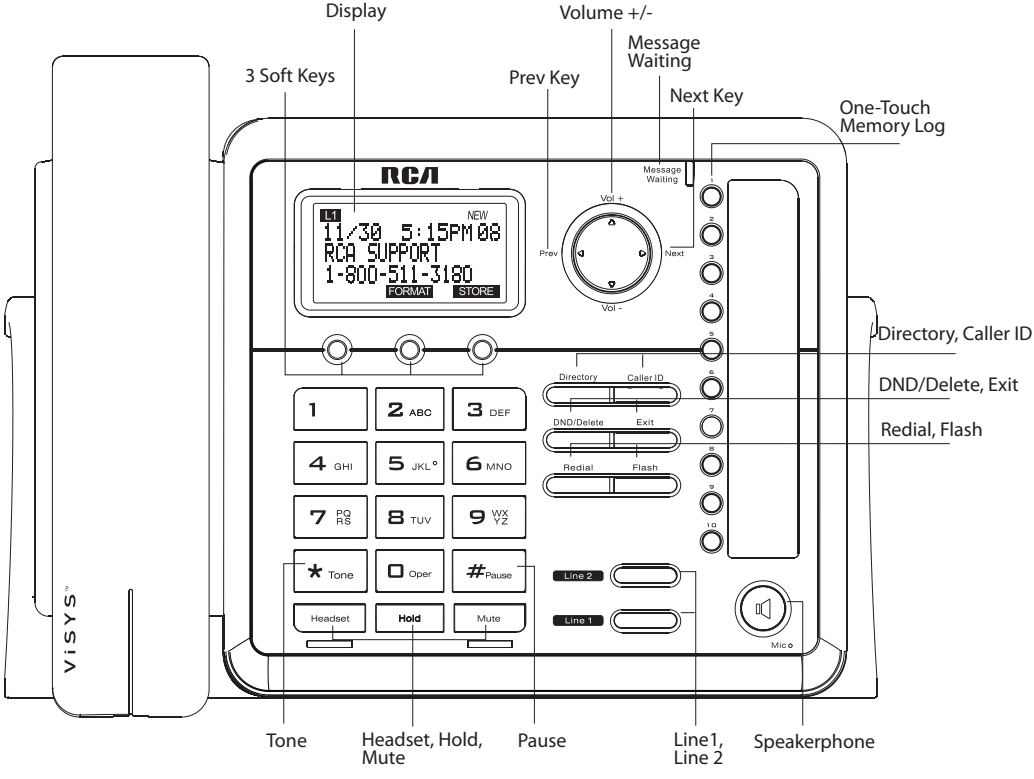
To use this phone, you will need a RJ11C (for a single line) or a RJ14C (for two lines) type modular phone jack, which might look like the one pictured here, installed in your home or office. If you find don't have either modular jack, call your local phone company to find out how to get one installed.



Important Installation Guidelines

- Avoid sources of noise and heat, such as motors, fluorescent lighting, microwave ovens, heating appliances and direct sunlight.
- Avoid areas of excessive dust, moisture and low temperature.
- Never install telephone wiring during a lightning storm
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch non-insulated telephone wires or terminals, unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.

Phone Layout



Installing the Phone

The phone may be connected by a single two-line cable or two single line cables.

1. Choose an area near an electrical outlet and a telephone wall jack (RJ11C), and place your cordless telephone on a level surface, such as a desktop or tabletop, or you may mount it on the wall.

2. Install 5 AAA-size alkaline batteries (not included) for back up power in the event of a power failure.

- Insert a flat-head screwdriver or similar object into the battery door latch and gently pry upward to release the battery door from the base.
- Insert the batteries inside the battery compartment as shown on the diagram.
- •Snap the battery compartment door back into place.

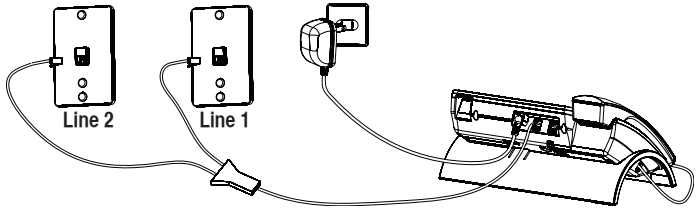
NOTE: If the low battery icon appears in the display, you need to replace the batteries. It is important that you replace them as soon as possible to maintain unit operation when electrical power is off. As a precaution, you may want to write down any stored information you do not want erased. IMPORTANT: If you are not going to use the telephone for more than 30 days, remove the batteries because they can leak and damage the unit.

3. Plug the power supply cord into the power jack on the back of the base and the other end into an electrical outlet.

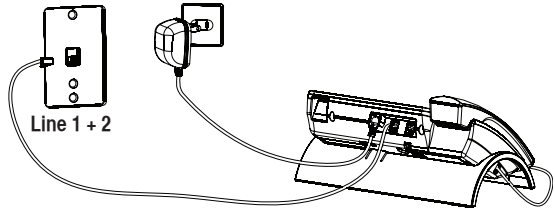
CAUTION: To reduce risk of personal injury, fire, or damage use only the T-2757 (base) power adaptor listed in the user's guide. This power adaptor is intended to be correctly orientated in a vertical or floor mount position.

4. Connect the telephone line cords:
If you have 2 single-line wall jacks installed in your home or office, you can use adaptors/couplers (not included) to combine the 2 single telephone lines into 1 dual lines. The adaptor/coupler may look similar to the one pictured here and can be purchased from your local telephone products retailer.

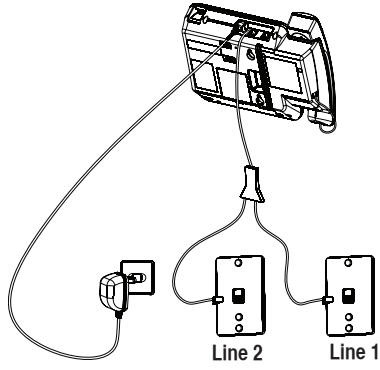
Or, you can use the 2 single telephone lines plug into the 2 jacks on the back of the telephone.



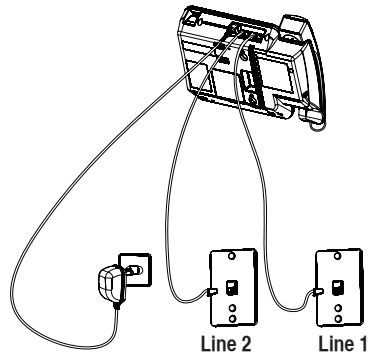
If you have Line 1 and Line 2 wired into one wall jack in your home or office, you can use one of the supplied telephone line cords to connect from the wall jack to the Line 1 + 2 jack on the back of the phone as shown below.



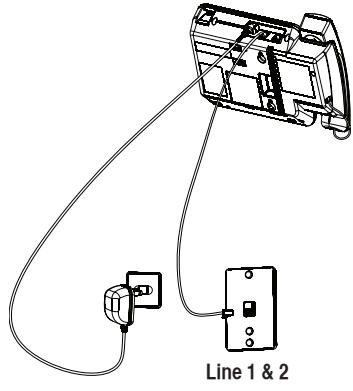
5. If you want to mount the telephone on the wall, you can plug the 2 lines such as the below drawing;



-OR-



-OR-



6. Connect the handset cord:
Connect one end of the coiled handset cord to the jack on the side of the base and the other end into the jack in the handset, and place the handset in the cradle.

Programming the Phone

Standby Screen

The phone displays the current date, time and the Soft keys.

NOTE: The Soft keys will change according to the status of the unit.

NOTE: The LCD has a dedicated "SET CLOCK" icon flashing when the clock is not set. Please go to menu "Phone Setting- Date /Time" to set the clock. If you subscribe to Caller ID services from your telephone service provider, your clock will be set automatically each time you receive a phone call. However, you will need to set the year by going to the Date/Time option in the Phone Settings Menu.

Programming Functions

The system uses a menu structure to give you access to all of the built-in features. You may program the following items in main menu: Voice Mail, Phone Settings and Display Setting.

NOTE: During programming, you may press the BACK Soft key (left) at any time to exit the sub-menu and return to the main menu, or press exit key to exit programming and return to the standby screen.

NOTE: If no key is pressed for 30 seconds, the handset or base will automatically exit programming and return to the standby screen.

Voice Mail

This feature is used to conveniently access the voicemail feature offered by your telephone service provider.

NOTE: You must subscribe to telephone service provider-offered voicemail on at least one phone line in order for this feature to operate.

1. Make sure your phone is in idle mode. (not in Talk mode)
2. Press the **MENU** Soft key (left) to go to the main menu.
3. Press **VOL** (- or +) button to scroll to Voice Mail.
4. Press **OK** Soft key (right) to confirm and you may program the following items:

Call VM
Settings

Call VM

From the Voice Mail Menu:

1. Press **VOL** (- or +) button to scroll to Call VM.
2. Press **OK** Soft key
3. Use the **VOL** (- or +) button to toggle between Line 1 and Line 2 and press OK soft key to select.
4. The phone will dial your voicemail access number. You may proceed to access your voicemail per your service provider's instructions.

Settings

From the Voice Mail Menu:

1. Press **VOL** (- or +) button to scroll to Settings.
2. Press **OK** Soft key
3. Use the **VOL** (- or +) button to toggle between Line 1 and Line 2 and press **OK** soft key to select.
4. Use the dial pad to enter the call-in access number for your voicemail. Press Delete button to backspace and delete numbers, if necessary.
5. Press **OK** Soft key.
6. A confirmation tone will indicate that your selection has been saved.

Phone Settings

1. Make sure your phone is in idle mode. (not in Talk mode)
2. Press the **MENU** Soft key (left) to go to the main menu.
3. Press **VOL** (- or +) button to scroll to Phone Settings.
4. Press **OK** Soft key (right) to confirm and you may program the following items:

Date/Time
Sound Settings
Dial Mode
Area Code
2nd Call Alert
Restore Setting

Date/Time

From the Phone Setting Menu:

1. Press the **VOL** (- or +) button to scroll to Date/Time .
2. Press **OK** Soft key to confirm and you may program the following items:

Set Date/Time
Set Format

Set Date/Time

From the Date/Time Menu:

1. Press the **VOL** (- or +) button to scroll to Set Date/Time .
2. Press **OK** Soft key.
3. LCD will display last-set time (or, if the device is new or has been reset to default, the LCD will display 12:00AM 01/01/10)
4. Use the dial-pad to enter digits for the current time and date.
5. A confirmation tone will indicate that your selection has been saved.

Important: If phone is set to the 12 Hour time format, remember to use the AM/PM Soft key to select AM or PM before pressing OK.

NOTE: Enter the Year as a 2-digit number. For instance, enter 10 for 2010, 11 for 2011, etc.

NOTE: If you subscribe to Caller ID service, the current Date/Time is set automatically when you receive your first CID record and will override the previously set Date/Time. However the year must still be set manually.

Set Format

From the Date/Time Menu:

1. Press the **VOL** (- or +) button to scroll to Set Format.
2. Press **OK** Soft key to confirm and you may program the following items:

Time Format
Date Format

Time Format

From the Date/Time Menu:

1. Use the **VOL** (- or +) button to scroll to Time Format.
2. Press the **OK** Soft key.
3. Use the **VOL** (- or +) button to scroll to select either 12 Hours or 24 Hours.
4. Press the **OK** Soft key to select.
5. A confirmation tone will indicate that your selection has been saved.

Date Format

From the Date/Time Menu:

1. Use the **VOL** (- or +) button to scroll to Date Format.
2. Press the **OK** Soft key.
3. Use the **VOL** (- or +) button to scroll to select either DD/MM or MM/DD format.
4. Press the **OK** Soft key.
5. A confirmation tone will indicate that your selection has been saved.

Sound Settings

From the Phone Settings Menu:

1. Use the **VOL** (- or +) button to scroll to Sound Settings
2. Press the **OK** Soft key to confirm and you may program the following items:

Ring Tones
Key Tone

Ring Tones

From the Sound Settings Menu:

1. Use the **VOL** (- or +) button to scroll to Ring Tones.
2. Press the **OK** Soft key.
3. Use the **VOL** (- or +) button to scroll to select either Line 1 or Line 2.
4. Press the **OK** Soft key to select.
5. Use the **VOL** (- or +) button to scroll to select any of eight unique ring tones.
6. Press the **OK** Soft key to select.
7. A confirmation tone will indicate that your selection has been saved.

Note: The line 1 default ring tone is melody 1 and the line 2 default is melody 2.

Key Tone

From the Sound Settings Menu:

1. Use the **VOL** (- or +) button to scroll to Key Tone.
2. Press the **OK** Soft key.
3. Use the **VOL** (- or +) button to scroll to select either On or Off.
4. Press the **OK** Soft key to select.
5. A confirmation tone will indicate that your selection has been saved.

Note: the default setting is On.

Dial Mode

From the Phone Settings Menu:

1. Use the **VOL** (- or +) button to scroll to Dial Mode.
2. Press the **OK** Soft key.
3. Use the **VOL** (- or +) button to scroll to select either Line 1 or Line 2.
4. Press the **OK** Soft key to select.
5. Use the **VOL** (- or +) button to scroll to select either Tone or Pulse.
6. A confirmation tone will indicate that your selection has been saved.

Note: the default setting is Tone.

Area Code

From the Phone Settings Menu:

1. Use the **VOL** (- or +) button to scroll to Area Code.
2. Press the **OK** Soft key.
3. Use the dial-pad to enter your area code.
4. Press the **OK** Soft key to confirm your entry.
5. A confirmation tone will indicate that your entry has been saved.

Note: the Area code default setting is empty.

2nd Call Alert

From the Phone Settings Menu:

1. Use the **VOL** (- or +) button to scroll to 2nd Call Alert.
2. Press the **OK** Soft key.
3. Use the **VOL** (- or +) button to scroll to select either **On** or **Off.**
4. Press the **OK** Soft key to select.
5. A confirmation tone will indicate that your selection has been saved.

Note: the default setting is On.

Restore Setting

From the Phone Settings Menu:

1. Use the **VOL** (- or +) button to scroll to Restore Setting.
2. Press the **OK** Soft key.
3. Display will read ***Restore?***

Warning: Pressing OK will return phone to its default state. This will reset date/time and all menu settings to default.

4. Press the **OK** Soft key to select.
5. The LCD will display ***Restore Setting Please Wait***. . . followed by Initialization. . .
6. A confirmation tone will indicate that your phone has been restored to its default state.

Display Setting

1. Make sure your phone is in idle mode. (not in Talk mode)
2. Press the **MENU** Soft key (left) to go to the main menu.
3. Press **VOL** (- or +) button to scroll to Display Setting.
4. Press **OK** Soft key (right) to confirm and you may program the following items:

Language
Contrast
Backlight

Language

From the Display Setting Menu:

1. Use the **VOL** (- or +) button to scroll to Language.
2. Press the **OK** Soft key.
3. Use the **VOL** (- or +) button to scroll to the language that will be used on the LCD display of your phone.
4. Press the **OK** Soft key to select.
5. A confirmation tone will indicate that your selection has been saved.

Note: the default setting is English.

Contrast

From the Display Setting Menu:

1. Use the **VOL** (- or +) button to scroll to Contrast.
2. Press the **OK** Soft key.
3. Use the **VOL** (- or +) button to scroll to the contrast level that is most readable in your environment.
4. Press the **OK** Soft key to select.
5. A confirmation tone will indicate that your selection has been saved.

Note: the default setting is 3.

Backlight

From the Display Setting Menu:

1. Use the **VOL** (- or +) button to scroll to Backlight.
2. Press the **OK** Soft key.
3. Use the **VOL** (- or +) button to scroll to either Always On or Automatic
4. Press the **OK** Soft key to select.
5. A confirmation tone will indicate that your selection has been saved.

Note: the default setting is Always On

Telephone Operation

Making Calls with the Corded Handset

1. Pick up the handset. The unit will automatically select the available line. If both lines are available, Line 1 will be used first.

-OR-

Press the **Line1** or **Line 2** button and then pick up the corded handset to select the desired line

2. Wait for a dial tone, and then dial a phone number using dial-pad, the directory or a one-touch speed dial.
3. Hang up the handset when finished.

Making Calls in Speakerphone Mode

1. Press the speaker button. The unit will automatically select the available line. If both lines are available, **Line 1** will be used first.

-OR-

Press either the **Line 1** or **Line 2** button to select the desired line, and the speakerphone will engage automatically.

2. Wait for a dial tone, and then dial a phone number using dial-pad, the directory or a one-touch speed dial.
3. Press the **speaker** button again when finished.

Making Calls with the Optional Wired Headset

1. Plug the headset into the Headset jack on the side of the unit.
2. Adjust the headset to fit comfortably, per the manufacturer's instructions.
3. Press the headset button on the phone.
4. The phone will automatically select an available line. If both lines are available, **Line 1** will be used first.
5. Wait for a dial tone, and then dial the phone number using the dial-pad, the directory or a one-touch speed dial.

NOTE: If the headset is not connected (or if not completely inserted into headset jack), an error tone is heard when the Headset button is pressed.

NOTE: Headset performance may vary widely depending on the quality of the headset.

Pre-Dialing

1. With the phone idle, manually enter the telephone number.
2. Press the Speaker button or line1 or line 2 button to take a line, or pick up the corded handset (on the base cradle) and then the telephone number will be dialed out.

NOTE: The maximum pre-dialing number length is 32 digits, if the number is over 32 digits, the phone will emit an error tone.

Answering a Call

1. Pick up the corded handse to answer the call in Handset mode,

-OR-

2. Press the speaker button to answer the call in speakerphone mode,

-OR-

3. Press the corresponding line button to answer the call in speakerphone mode,

-OR-

4. Press the headset button to answer the call in headset mode.
5. When finished, hang up the corded handset or press the **Speaker** button (in speakerphone mode) or **headset** button (in headset mode) to end the call.

NOTE: Adjust the volume by pressing the vol (- or +) button during a call.

Switching Between the Speakerphone, Handset, and Headset Mode

To switch to the speakerphone, press **speaker** button. The speakerphone indicator will illuminate. Place the handset back into the cradle.

To switch to the corded handset, pick up the handset. The speakerphone or headset indicator will turn off. To switch to the headset, press the **headset** button to enable the headset. The headset indicator will illuminate.

Mute

To have a private, off-line conversation, use the Mute feature. The party on the other end of the line cannot hear you, but you can still hear them.

1. Press **mute** button to activate the mute feature.

NOTE: When using the mute feature on the base, the indicator will illuminate when the mute is activated.

2. Press the **mute** button again to de-activate.

Do Not Disturb

This feature is set at individual telephones to disable (silence) an incoming ring signal. When there is an incoming call , the status indicators will function, but the phone will not ring.

1. When the unit is idle, press the **DND/Delete** button.
2. Use the **VOL** (- or +) button to select the duration. You may choose from 15 minutes, 30 minutes, 45 minutes, 1 hour, or 2 hours and increase the duration by 1-hour intervals up to 24 hours.
3. Press the **OK** Soft key to confirm.
4. A confirmation tone will indicate that your selection has been saved and the LCD will display DND Timer followed by the length of time in hours and minutes that the ringer will be disabled. Additionally, the DND/Delete button will flash until the unit returns to normal operation.
5. To cancel, press **DND/delete** button again.

Flash

If you subscribe to Call Waiting service from your telephone service provider and you receive an incoming call on while a call is currently active on the same line, you will hear an audible tone to indicate another call is waiting. Also, Caller ID information (if available) for the waiting call will be displayed.

1. To connect to the waiting call, press the **Flash** button on your phone. This will place the origian call on hold and connect you to the new incoming call.
2.To switch between the two calls, press the **flash** button.

Inserting a Pause in the Dialing Sequence

Press and hold the # button for 2 seconds to insert a delay in dialing sequence when a pause is needed to wait for a dial tone (for example, after you dial 9 for an outside line, or to wait for a computer access tone.) Each pause counts as one digit in the dialing sequence, and is shown as "P" in the display.

Redial

1. Press the **Speaker** button (speakerphone mode), or press the headset button (headset mode), or pick up the corded handset from the base.
2.The unit will automatically select the available line. If both lines are available, Line 1 will be used first.

-OR-

Press a **line** button to select a line.

3. Press the **redial** button. The redial number list is shown.
4. Use the **VOL** (- or +) button to select the number. Press the DIAL Soft key to dial out the number.

NOTE: If the number you dialed is longer than 32 digits, It will not be saved in the redial list and can't be redialed.

Reviewing the Redial Numbers

Your phone records up to three previously dialed phone numbers.

1. When the phone is idle, press the **redial** button.
2. Use the **VOL** (- or +) button to view previously dialed numbers.
3. While the preferred number is displayed, press the **Speaker, Headset, a Line** button, or pick up the corded handset to dial the phone number.

NOTE: If you do not select a line button, the unit will automatically select the first available line and the number will be dialed accordingly.

Storing a Redial Record in Directory

1. Make sure your phone is in idle mode. (not in Talk mode)
2. Press the **Redial** button, then use the **VOL** (- or +) button to scroll to the desired redial number.
3. Press the **STORE** Soft key.
4. The screen displays ***Enter Name***. Input a name by pressing the keypad.

NOTE: More than one letter is stored in each of the number keys so it requires more than one press for some letters. For example, for the letter "B" press the number 2 key twice. To add a space, press the 1 key.

NOTE: A name must be assigned, otherwise the record cannot be stored.

5. Press the **OK** Soft key. The desired redial number shows in the display.
6. You can edit the telephone number by using the Delete button and number keys.
7. Press **OK** Soft key to save your entry.

Ringer On/Off and Ringer Volume

1. Make sure your phone is in idle mode. (not in Talk mode)
2. Press the **VOL** (- or +) button to activate the ringer volume setting.
3. Press either the **LINE 1** or **LINE 2** Soft key to select the desired line.
4. The LCD will display the volume range and currently-selected volume in an ascending series of bars.
5. Press the **VOL** (- or +) button up or down to increase or decrease the volume in steps.
6.The system will retain the last entry, it is not necessary to save or acknowledge your selection from this mode.

Speakerphone, Handset and Headset Volume

While the phone is in use, during the desired mode, press the **VOL** (- or +) button until you reach your preferred listening level. The phone will retain the last entry, it is not necessary to save or acknowledge your selection from this mode.

Hold

In Talk mode, press the **hold** button to place the line on hold. The line icon will flash red.

When the line is on hold, the hold alert tone will be emitted to both the held party and to the user that initiated the hold.

Press the corresponding **LINE** button to release the hold and resume the held call.

Conference Calls

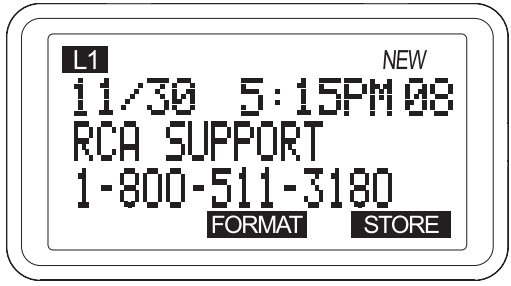
This system can support 3-way conference calls.

1. During a call on Line 1, press the **hold** button to place the call on hold.
2. Press the **Line 2** button to get a dial tone. Dial the other number and wait for the call to connect.
3. Once the 2nd call has connected, the user can press the **CONF** Soft key to establish a 3-way conference call between the two lines.

Caller ID (CID)

IMPORTANT: In order to use this unit's Caller ID features, you must subscribe to Caller ID services from your telephone service provider. To know who is calling while you are currently on an active call on the same line, you must subscribe to Call Waiting Caller ID Service.

When the unit receives an incoming call with CID information, the Caller ID information will be displayed on the LCD of the unit.



Receiving and Storing CID Records

This unit receives and displays information transmitted by your local phone company. This information can include the phone number, date and time; or the name, phone number, date and time. The unit can store up to 99 records for later review. When the memory is full, a new call automatically replaces the oldest call in memory. NEW appears in the display for calls received that have not been reviewed. The line number for the call received is also displayed.

By pressing the **QUIET** Soft key during the incoming call ringing mode, the unit will stop ringing and go back to idle mode. The unit will not ring in the subsequent ring cycles, but the line icon will continue flashing and the Line **LED** will flash until the call is answered or discontinued.

Reviewing CID Records

Press **Caller ID** button, and then use the **VOL** (- or +) button to scroll through the call records.
When reviewing the CID records, the record number is also shown to the right of the time along with the **FORMAT** and **STORE** Soft keys.

Saving a CID Record to the Phone Directory

1. While viewing a **Caller ID** record, press the **STORE** Soft key.
2. The name shows in the display. You can edit it. After editing, press the **OK** Soft key.

NOTE: The name field cannot be left empty.

3. The number shows in the display. You can edit it. After editing, press the **OK** Soft key.

NOTE: If you want to change the format of the CID number to 7, 10 or 11 digits and save it in the directory, press the FORMAT Soft key to format the CID number first before pressing the STORE Soft key. See the "Dialing Back" section for more information on formatting a number

Deleting a CID Record

Press the **Delete** button to delete the record shown in the display. The screen displays ***DELETE***?. Press the **YES** Soft key to confirm. The screen will then display the next record. If no more records remain, the LCD will display No Entries.

Deleting All Call Records

This feature allows you to clear all CID records at once.

4. While viewing a CID record, press and hold the **Delete** button. The screen displays ***Delete All?***
5. Press **YES** Soft key to comfirm.

Dialing Back

When reviewing CID records, you can dial back the numbers showing on the display by pressing the headset button, or the **Speaker** button or the Line 1 or Line 2 buttons as well as by picking up the corded handset.

If You Programmed Your Local Area Code

1. Use the **Caller ID** button to display the number you want to dial.
2. If you see a number with 7 digits (i.e. 555-1234), then the call was received from within your area code. However, this does not guarantee the call is a local call. If you see a number with 11 digits (i.e.1-234-555-1234), then the call received was not from your area code.
3. To adjust the phone number format, use the **FORMAT** Soft key. For instance, a 7-digit local number sometimes cannot be dialed because it requires a 10-digit or 11-digit format. Use the **FORMAT** Soft key to scroll through 7, 10 and 11-digit number

Number of digits	Explanation	Example
7-digits:	7-digit telephone number	(i.e. 555-5555)
10-digits:	3-digit area code +7-digit telephone number	(i.e. 425-555-5555)
11-digits:	Long distance code 1 +3-digit area code +7-digit telephone number	(i.e. 1-425-555-5555)

4. To dial the displayed number, select a Line or press the **Speaker** or **Headset** button or pick up the handset from the base.

If You Did Not Program Your Local Area Code

1. Use the **Caller ID** button to display the number you want to dial. You will only see 10-digit numbers (i.e. 234-555-1234).
2. Press the **Speaker** button, headset button or select a Line or simply pick up the handset from the base to dial the displayed number . You may adjust the number format by pressing the **FORMAT** Soft key before dialing.

Call Waiting Caller ID

This feature allows you to see who is calling when you hear the call waiting beep. The caller identification information appears in the display after you hear the tone.
Press the **Flash** button to put the current call on hold and answer the incoming call.

IMPORTANT: In order to use this unit's Caller ID features, you must subscribe to Caller ID services from your telephone service provider. To know who is calling while you are currently on an active call on the same line, you must subscribe to Call Waiting Caller ID Service.

Directory and One-Touch Memory

You may store data in the Directory (up to 99 records) or a One-Touch/Memory Log (10 buttons located to the right of the number pad on the base.) The Directory and each One-Touch/Memory Log stores up to 16 characters and 32 digits.

Adding Directory Entries

1. Make sure your phone is in idle mode. (not in Talk mode)
2. Press the **Directory** button.
3. Press the **NEW** Soft key. The screen displays ***Enter Name***. Use the number pad to input a name.

NOTE: More than one letter is stored in each of the number keys so it requires more than one press for some letters. For example, for the letter "B" press the number 2 key twice. To add a space, press the 1 key.

NOTE: The name field cannot be left empty.

4. Press **OK** Soft key. The screen displays ***Enter Number.***
5. Use the touch-tone pad to input a telephone number.

TIP: Press and hold the # button for 2 seconds to insert a pause in a number, if necessary.

6. Press the **OK** Soft key to complete.

NOTE: If Memory Full shows in the display, you should delete or or more unncecessary records and repeat above steps to continue the call record.

NOTE: Press the Delete button will delete the last number or character during editing.

Storing a Record in the One-Touch Memory Buttons

1. Make sure your phone is in idle mode. (Not in Talk mode)
2. Press **STORE** Soft key.
3. The screen displays Select Button Location. Press a **One-Touch/Memory Log** button (1-10) to save the record in that memory location.

NOTE: If there is a record stored in selected memory location, press REPLACE Soft key to confirm overwrite or press the BACK Soft key, then select a new location.

4. The screen displays ***Enter Name.***
5. Use the number pad to enter a name.

NOTE: More than one letter is stored in each of the number keys so it requires more than one press for some letters. For example, for the letter "B" press the number 2 key twice. To add a space, press the 1 key.

NOTE: The name field cannot be left empty.

6. Press **OK** Soft key. The screen displays ***Enter Number.***
7. Use the number pad to input a telephone number.

TIP: Press and hold the # button for 2 seconds to insert a pause in a number, if necessary.

8. Press the **OK** Soft key to save.

Reviewing Directory Records

NOTE: Remove before Reviewing Director Records, after Storing a Record in the One-Touch Memory Buttons section.

1. Make sure your phone is in idle mode. (Not in Talk mode)
2. Press the **Directory** button.
3. Press the **VOL** (- or +) button to scroll through the records,

-OR-

Press the **number keys** to go to the name of the records started with the corresponding character.

Editing a Name or Number Stored in the One-Touch/Memory Log

1. Press the **Directory** button.
2. Press the **One-Touch/Memory Log** button (1-10).
3. Press the **EDIT** Soft key and edit the content according to the steps in the ***"Storing Record in One-Touch Dialing" in Memory section."***

NOTE: The left and right navigational buttons allow the cursor to be moved. The delete button can be used to delete character or number to the left of the cursor.

Reviewing Record in One-Touch Memory

1. Make sure your phone is in idle mode. (Not in Talk mode)
2. Press the **Directory** button.
3. Press **One-Touch/Memory Log** button (1-10).

Editing a Directory Record

1. When reviewing the directory records, use the **VOL** (- or +) button to scroll to the desired record.
2. Press **EDIT** Soft key to enter edit mode. You may now change the name, if desired.
3. Press **OK** Soft key to proceed to number change. You may now change the number, if desired.
4. Press **OK** Soft key to complete.

NOTE: Press the BACK Soft key to keep the previous setting (making no changes).

Deleting a Directory Record

1. When reviewing the directory records list, use the **VOL** (- or +) button to scroll to the desired record.
2. Press the **delete** button on the phone to delete the record.
3. The screen displays ***Delete?.***
4. Press the **YES** Soft key to confirm the deletion.

Deleting All Directory Records

1. Press the **Directory** button to activate the phone book record list.
2. Press and hold the **Delete** button on the phone until the screen displays ***DELETE ALL?.***
3. Press the **YES** Soft key to cofirm the deletion.
4. A confirmation tone will indicate that the process is complete.

Dialing a Directory Record

Dial a directory record while in Talk mode:

1. Make sure the phone is **ON** (In Talk mode) by pressing the **Speaker** button, selecting an available line or picking up the handset from the base.
2. Press the **Directory** button to access the phone book.
3. Use the **VOL** (+ or -) button to scroll to the desired record.
4. Press the **DIAL** Soft key to dial the number

-OR-

Dial a directory record while reviewing it:

1. Make sure your phone is in idle mode. (Not in Talk mode)
2. Press the **Directory** button to access the phone book.

3. Use the **VOL** (- or +) button to scroll to the desired record.
4. Press the **Speaker**, Line 1 or Line 2 button. Or simply pick up the handset from the base.

Dialing a One-Touch/Memory Record

While in Talk mode:
1. Make sure the phone is **ON** (In Talk mode) by pressing the **Speaker** button, selecting an available line or picking up the handset from the base.
2. Press the **One-Touch/Memory Log** button to access the memory log.

-OR-

while in idle mode:

1. Make sure your phone is in idle mode. (Not in Talk mode)
2. Press the One-Touch/Memory Log button to select the desired record.
3. Press the speaker or line 1/2 or pick up the handset on the base.

The number dials automatically.

Display Messages

The following messages show the status of the phone, provides Caller ID information, or helps you set up and use your phone.

DELETE ALL? Prompt asking if you want to erase all records.

DELETE? Prompt asking if you want to erase the current record.

ENTER NAME Prompt telling you to enter a name.

ENTER NUMBER Prompt telling you to enter a telephone number.

NEW CALLS Indicates call or calls that have not been reviewed.

UNAVAILABLE Indicates that the function you want to initialize cannot work at that moment or the function being worked cannot continue. The system is busy or some other higher priority function is being performed.

NO LINE Indicates that the telephone line is not connected.

LINE IN USE Display on handset while the line is in use.

EMPTY Indicates there are no CID records in memory.

BLOCKED Indicates the person is calling from a number which is blocked from transmission.

UNKNOWN Indicates incoming call is from an area not serviced by CID or the CID information was not sent.

INCOMPLETE DATA Indicates incorrect CID information received.

MESSAGE WAITING Indicates a voicemail message is available.

Backup Battery Operation

If the power cord is not plugged into the unit, and the battery is available, the unit enters Battery Operation Mode. In this mode, the base is fully functional.

Troubleshooting Guide

Telephone Solutions

No dial tone

• Check or repeat installation steps.
• Make sure the base power cord is connected to a working electrical outlet. Make sure the telephone line cord is connected to the base and the wall jack.
• Connect another phone to the same jack. If it doesn't work, the problem might be your wiring or your local service.

Dial tone is ok, but can't dial out

• Make sure the type of phone service you are subscribed to is **TONE** or **PULSE.**

Memory dialing doesn't work

• Did you follow the proper dialing sequence?

Date/Time setting is restored to default setting

• May be cause by a power failure. Set Date/Time again.

Caller ID Solutions

No Display

• Make sure the unit is connected to a non-switched electrical outlet. Disconnect the power adapter from the base and reconnect it.

No Caller ID

• You must be subscribed to the standard Name/Number Caller ID service from your local telephone company to receive CID information.

General Product Care

• To keep your unit working and looking good, follow these guidelines:
• Avoid dropping the handset, as well as other rough treatment to the phone.
• Clean the phone with a soft cloth.
• Never use strong cleaning agents, paint thinner, abrasive powder, alcohol, or other chemical products to clean the unit. Doing so will damage the finish.
• Retain the original packaging in case you need to ship the phone at a later date.

Warranty Assistance

If trouble is experienced with this equipment, for warranty information, please contact customer service at **1-800-511-3180.** If the equipment is causing harm to the telephone network, the telephone company may require that you disconnect the equipment until the problem is resolved.

Any unauthorized repairs, changes or modifications not expressly approved by Telefield NA Inc. could void the user's authority to operate this product. For instructions on how to obtain a replacement unit, refer to the warranty included in this guide or call **customer service at 1-800-511-3180.**

Or refer inquiries to:

Telefield NA Inc.
4915 SW Griffith Dr, Suite 205
Beaverton, OR 97005

Attach your sales receipt to this booklet for future reference or jot down the date this product was purchased as a gift. This information will be valuable if service should be required during the warranty period.

Purchase Date _____

Name of Store _____

Limited Warranty

What your warranty covers:
• Defects in materials or workmanship

For how long after your purchase:
• Two years, from date of purchase.

What we will do:

•Provide you with a replacement unit. The exchange unit is under warranty for the remainder of the original product's warranty period.

How you get service:

• Properly pack your unit. Include any cables, etc., that were originally provided with the product. We recommend using the original carton and packing materials.
• Proof of purchase in the form of a bill of sale or receipted invoice which is evidence that the product is within the warranty period, must be presented to obtain warranty service.
• Print our name and address and a description of the defect. Send via standard UPS or its equivalent to:

Telefield NA Inc.
4915 SW Griffith Dr, Suite 205
Beaverton, OR 97005

• Insure your shipment for loss or damage. Telefield NA Inc. accepts no liability in case of damage or loss.
• A new unit will be shipped to you freight prepaid.

What your warranty does not cover:

• Customer instruction. (Your Instruction Book provides information regarding operating instructions and user controls. Any additional information should be obtained from your dealer.)
• Installation and setup service adjustments.
• Batteries.
• Damage from misuse or neglect.
• Products which have been modified or incorporated into other products.
• Products purchase or serviced outside the USA.
• Acts of nature, such as, but not limited to lightning damage.

Product Registration:

• Please register your product on-line at www.rca4business.com. You may also complete and mail the product Registration Card, if one was received with your unit. Product Registration will make it easier to contact you should it ever be necessary. Registration is not required for warranty coverage.

Limitation of Warranty:

• THE WARRANTY STATED ABOVE IS THE ONLY WARRANTY APPLICABLE TO THIS PRODUCT. ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED (INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTIBILITY OR FITNESS FOR A PARTICULAR PURPOSE) ARE HEREBY DISCLAIMED. NO VERBAL OR WRITTEN INFORMATION GIVEN BY TELEFIELD NA INC., ITS AGENTS, OR EMPLOYEES SHALL CREATE A GUARANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY.

• REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. TELEFIELD NA INC. SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT. THIS DISCLAIMER OF WARRANTIES AND LIMITED WARRANTY ARE GOVERNED BY THE LAWS OF THE STATE OF OREGON. EXCEPT TO THE EXTENT PROHIBITIED BY LAW, ANY IMPLIED WARRANTY OF MERCHANTIBILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED TO THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE.

How state law relates to this warranty:

• Some states do not allow the exclusion nor limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts so the above limitations or exclusions may not apply to you.
• This warranty gives you specific legal rights, and you also may have other rights that vary from state to state.

If you purchased your product outside the USA:

• This warranty does not apply. Contact your dealer for warranty information.

Telefield NA Inc.
4915 SW Griffith Dr., Suite 205
Beaverton, OR 97005

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